User Guide

Appeals Case Management System County Users

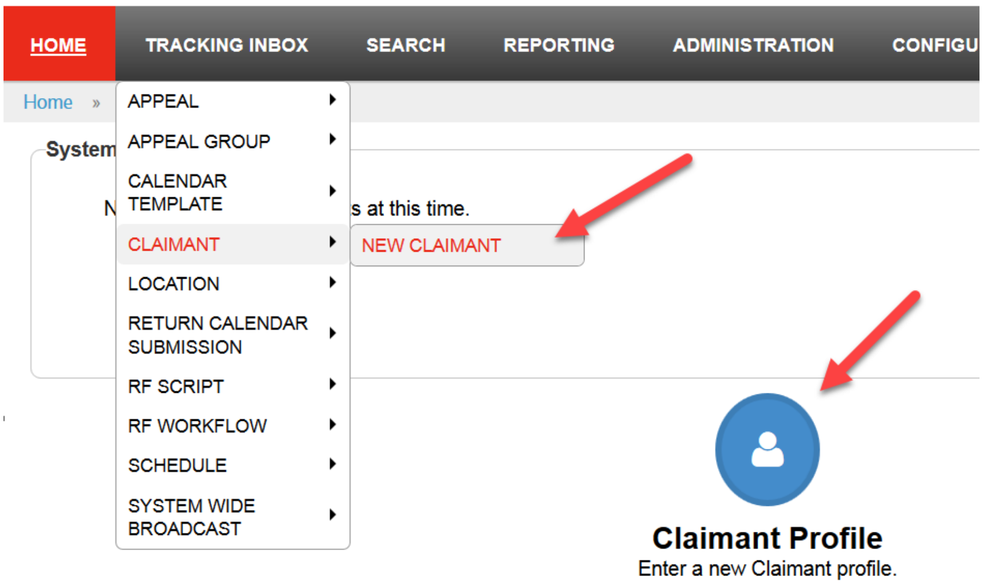
Version: 10/8/2018

1 Table of Contents

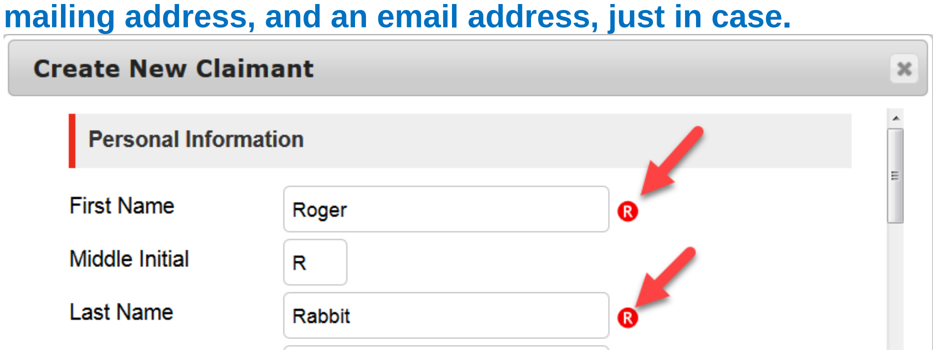
2 County User

2.1 Creating Claimant Profile

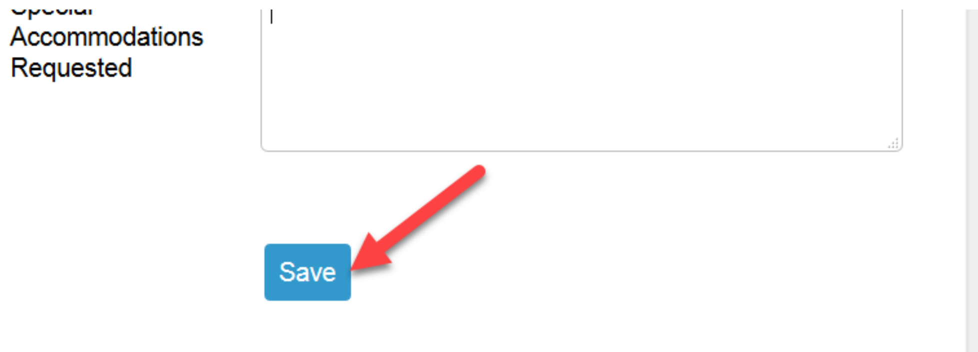
1. To create a new claimant profile, mouse over the "Tracking Inbox" in the navigation bar, then mouse over "Claimant", and then click "New Claimant."



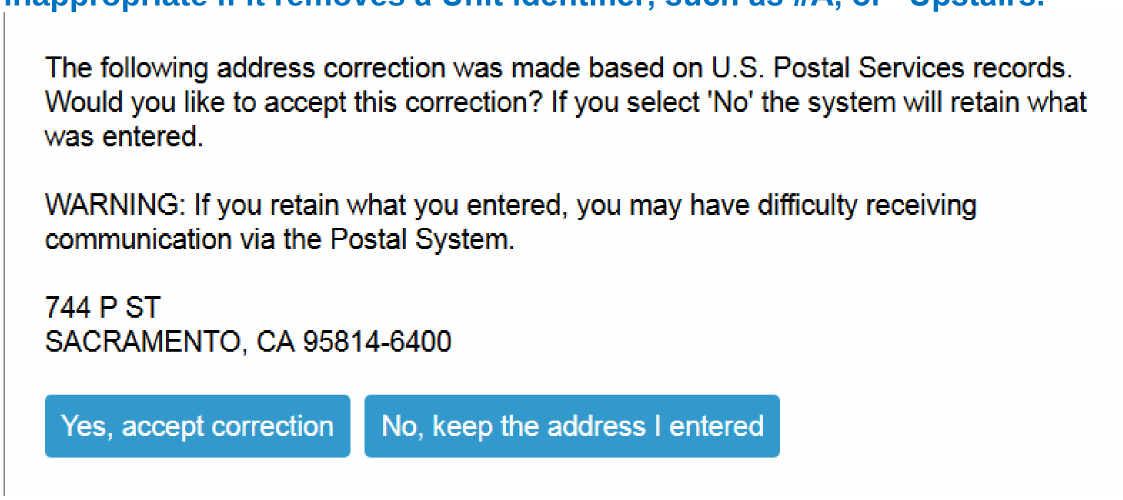
2. This will open a window on the screen which will allow you to enter the new claimant's information. You must enter information indicated as Required by the ® symbol, but it is best practice to obtain as much information about the claimant as possible. Always remember to ask for a phone number, a mailing address, and an email address, just in case.



3. Once all information is entered, click the "Save" button at the bottom of the window.



4. **After a short load, the screen will display a USPS address validation pop up. This allows you to accept the USPS standardized address, or to keep the address as it was entered. It is recommended to accept any correction to ensure postal delivery. However, sometimes the correction may be inappropriate if it removes a Unit identifier, such as #A, or "Upstairs."**

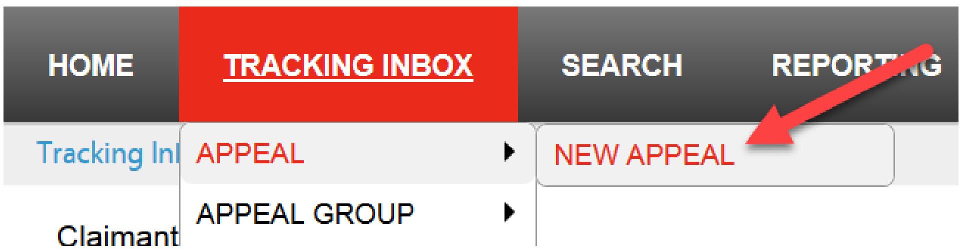


2.2 Creating Claimant Appeal

To create an appeal for a claimant, the claimant must be represented in the system by a claimant profile. If you need to create one for a new claimant, see the previous section. If you believe the claimant may already have one, proceed with this section.

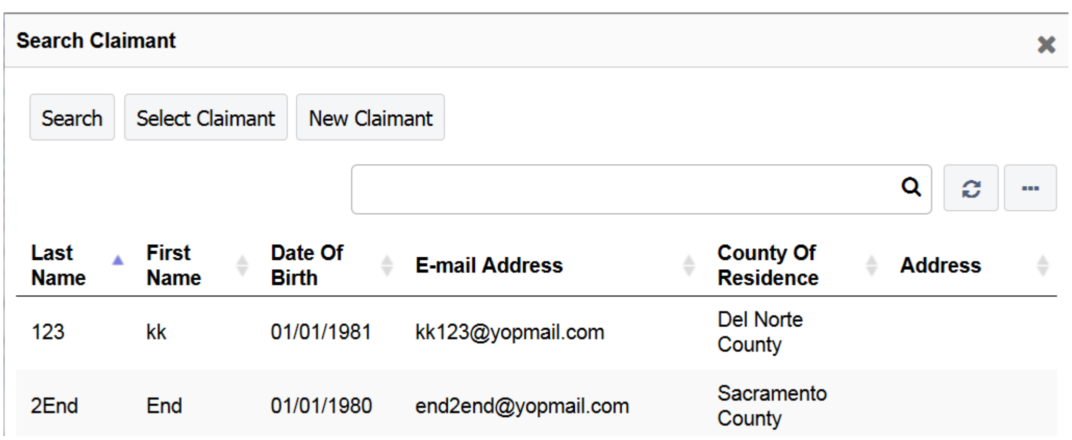
2.2.1 Selecting a Clamant Profile

1. **On the main navigation menu, click Tracking Inbox → Appeal → New Appeal.**

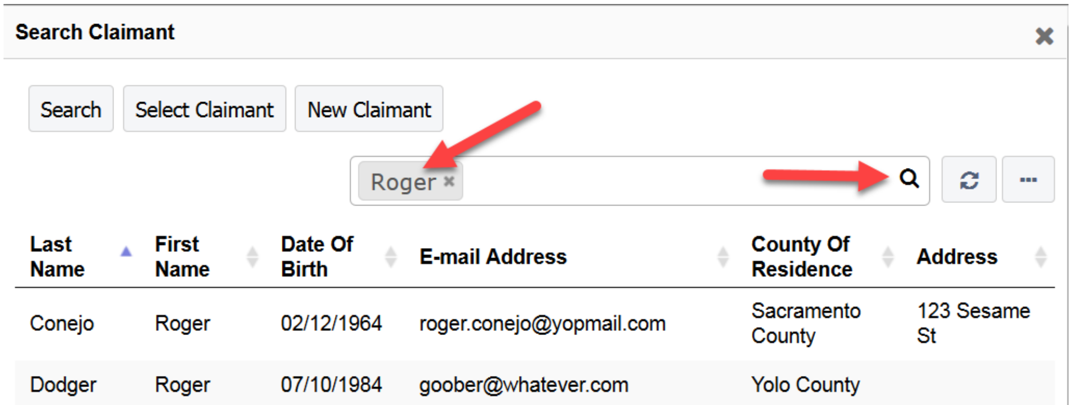


2. **On the New Appeal screen, click the "Search Claimant" button.**

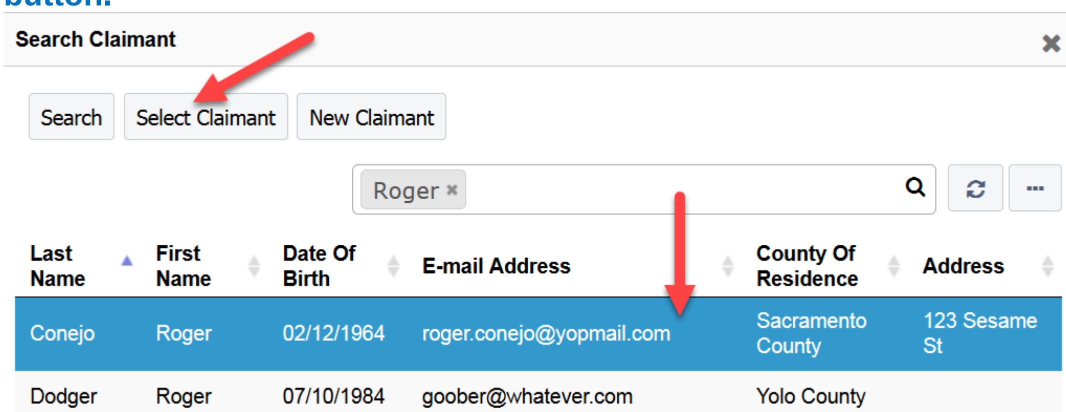
3. **This will display the Search Claimant slider.**



4. **From the slider, enter your search criteria in the box as shown, then press Enter or click the magnifying glass:**

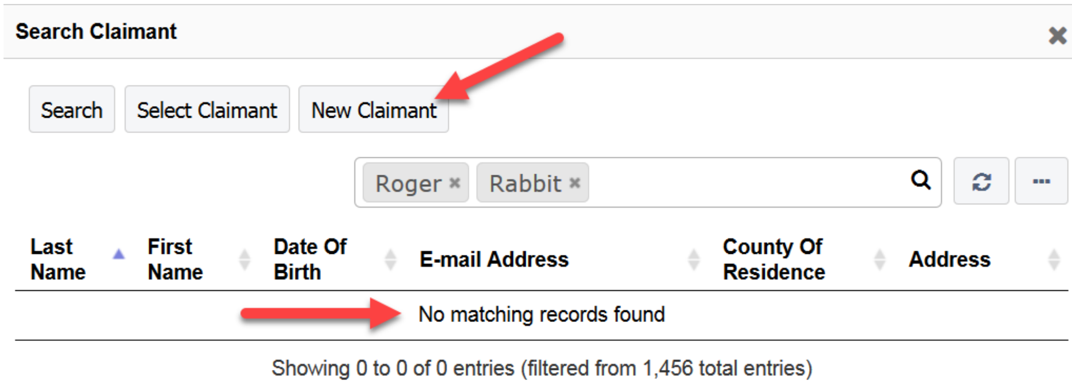


5. **Use the search results to determine which claimant you're looking for. If necessary, you can enter additional criteria in the search box to narrow your search results. Once you've chosen a claimant, click the appropriate row in the search results to highlight it. Then click the "Select Claimant" button.**

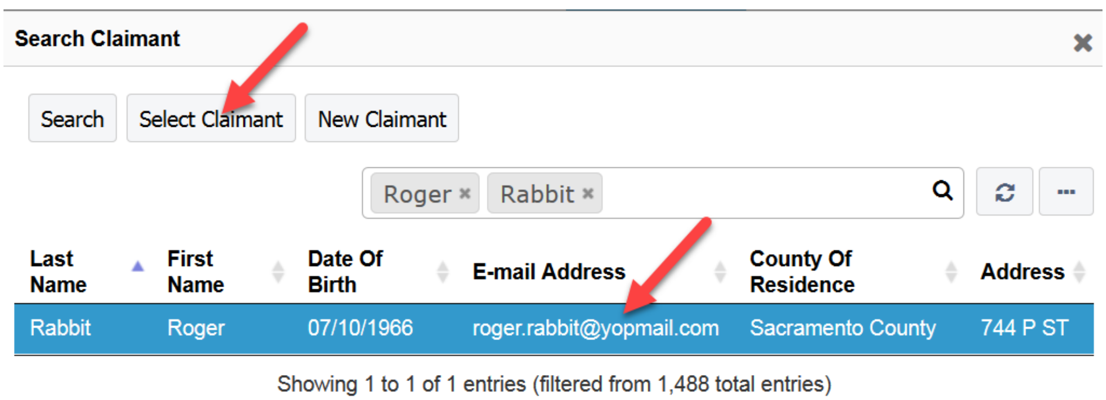


2.2.2 Claimant Not Found

6. If the claimant you were searching for did not appear in the search results, you can create a new claimant by clicking the “New Claimant” button. See section 6.1 above.

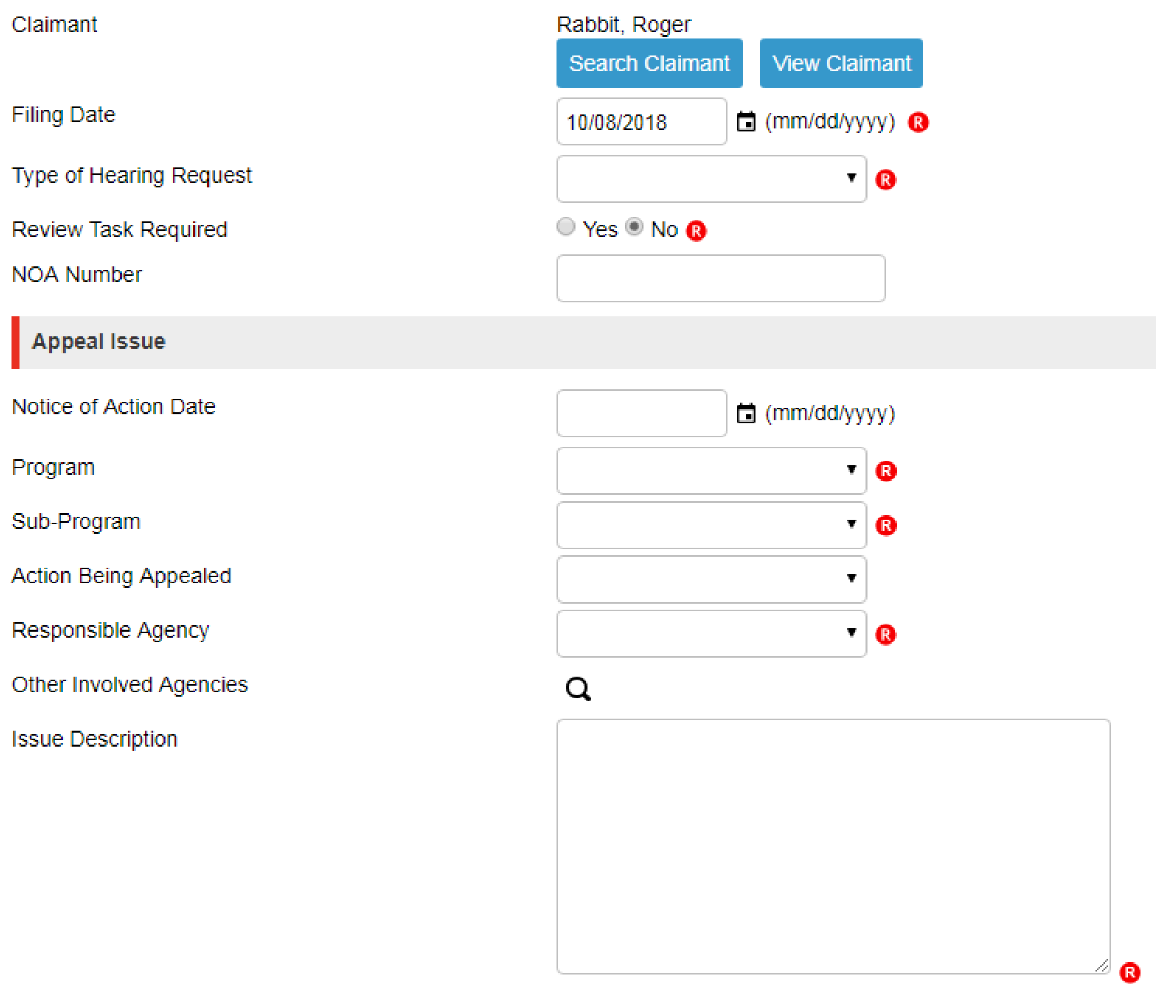


7. After completing the claimant profile information, the screen will reload, again displaying the Claimant search results. You will now see your new claimant included in the search results. Click the row for the claimant, and then click the “Select Claimant” button, as shown in Step 5.



2.2.3 Entering Appeal Information

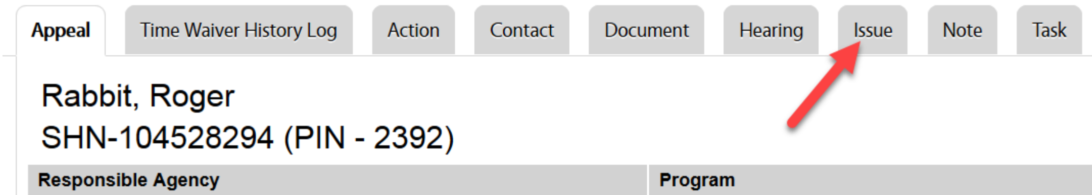
8. Now that a claimant has been selected, you can enter any information you have for the appeal. Minimally, you will need to enter fields identified as "Required" by the ® icon, however, there are other fields which are recommended. See the Help content for more information. Click the "Save" button at the bottom to complete the appeal creation.



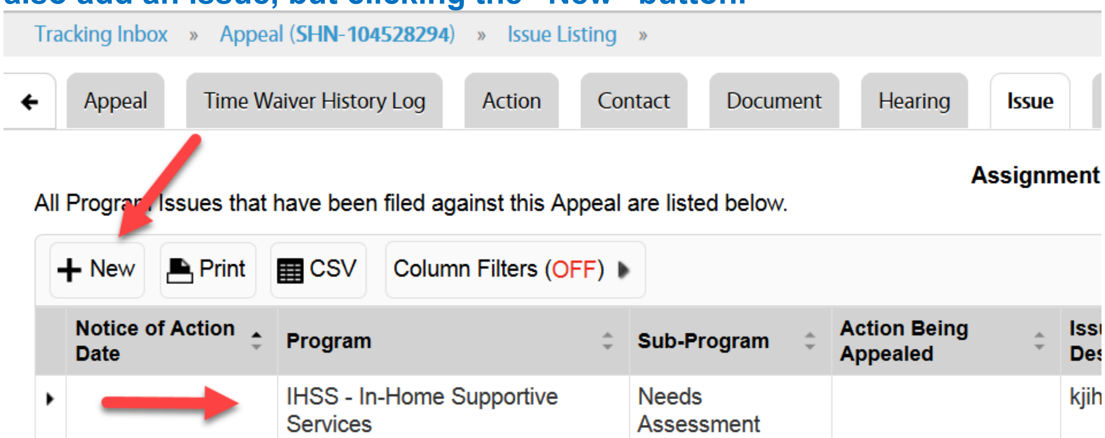
9. Note: Selecting "Yes" for the "Review Task Required" option or for "Expedited Hearing Requested" will generate a task which will be reviewed by another user. Those tasks are required to be completed before an appeal can be scheduled.

2.2.4 Adding Issues to an Appeal

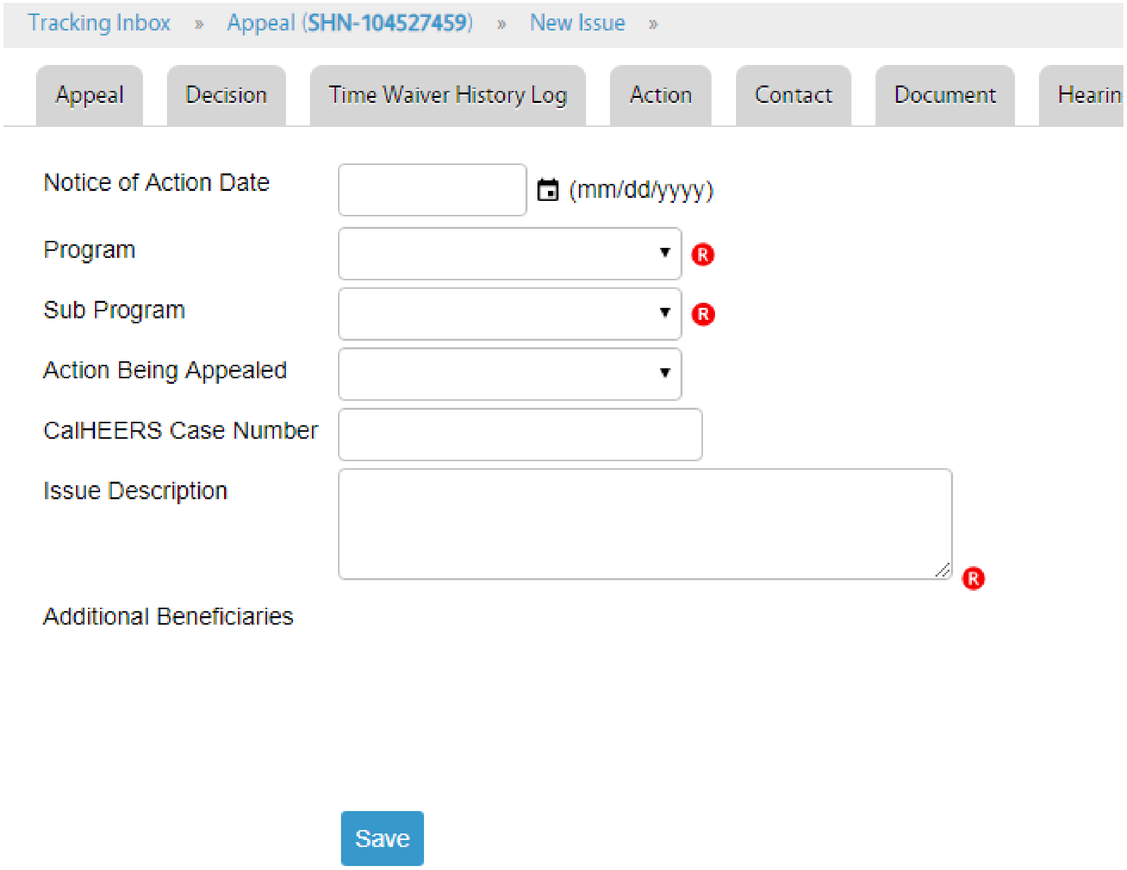
10. After creating the appeal in the system, you'll be brought to the main appeal screen. In the upper area of this screen, there are navigation tabs. Click the "Issue" tab, as shown below.



11. On this screen, you're shown all existing issues on the appeal. You may also add an issue, but clicking the "New" button.



12. Here, you are presented with a form which allows you to specify an additional issue for this appeal.



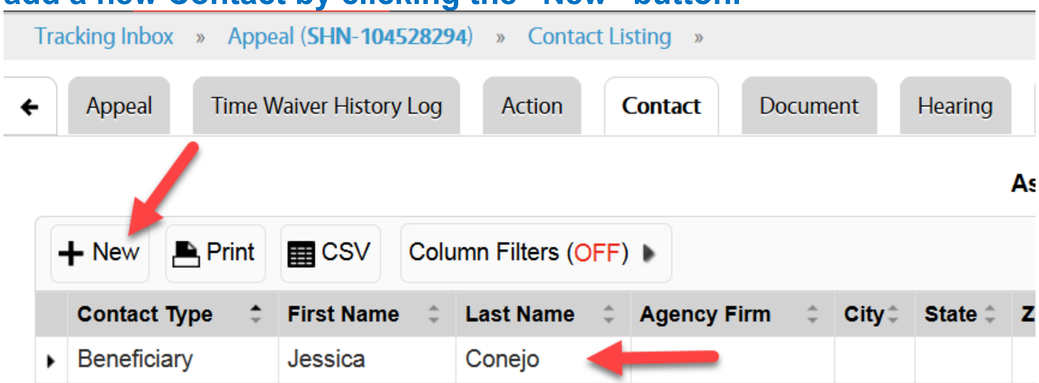
13. **Note: Additional fields may become visible depending on your selections.**
14. **Note: Issues should only be added to the appeal if the original issue and the new issue are ones which can be scheduled together. For example, it is okay to have a CalWORKs issue and a CalFresh issue on the same appeal. However, you should not add a Medi-Cal Scope of Benefits issue to an appeal with a CalFresh issue. The Scope of Benefits issue involves a different agency than the CalFresh issue and should have its own appeal.**

2.2.5 Adding Contacts to an Appeal

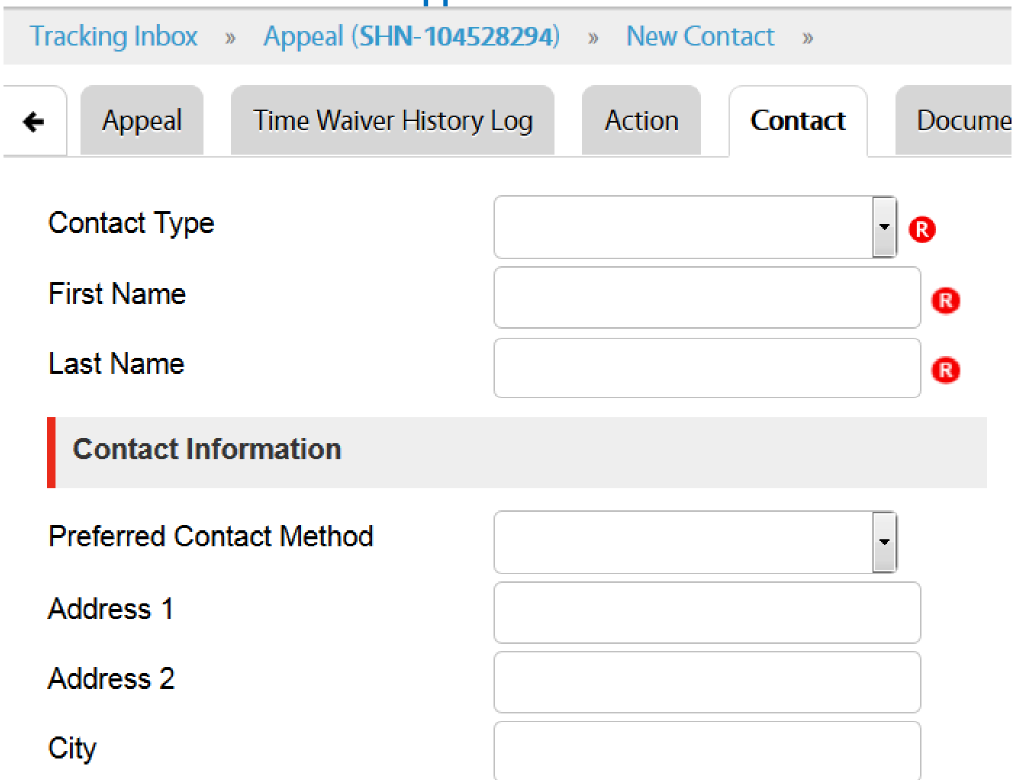
Contacts may be added to the appeal when a people who are important to the appeal are known. For example, if someone identifies a person as their authorized representative and that person does not belong to a representative agency (such as a sibling, parent, or friend), they should be added as a contact. The Contact Tab's functionality may be expanded in future version of ACMS to accommodate additional types of contacts.

15. **From the main appeal screen, click the "Contact" tab.**

16. **On this screen, you'll see all existing Contacts on the appeal. You can also add a new Contact by clicking the "New" button.**



17. **Here, you are presented with a form which allows you to specify an additional contact for this appeal.**

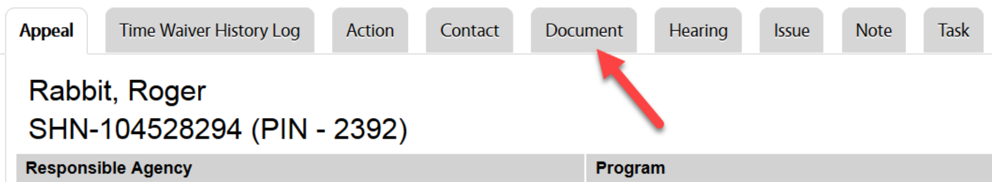


18. **Note: Authorized Representatives who belong to a registered AR Agency can be added here by name, but the agency they belong to will be added to the appeal in a later section.**

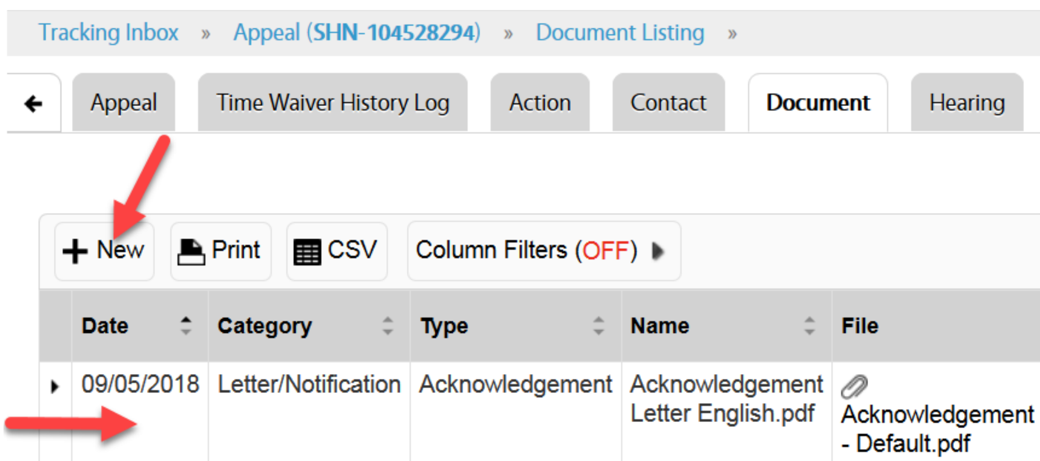
2.2.6 Adding Documents to an Appeal

All documents added to the appeal via the Document tab are accessible by the Claimant, the Authorized Representative, SHD, and the Responsible Agency on the appeal. Any correspondence received from any party involved in the appeal should be scanned and attached to the appeal in this way.

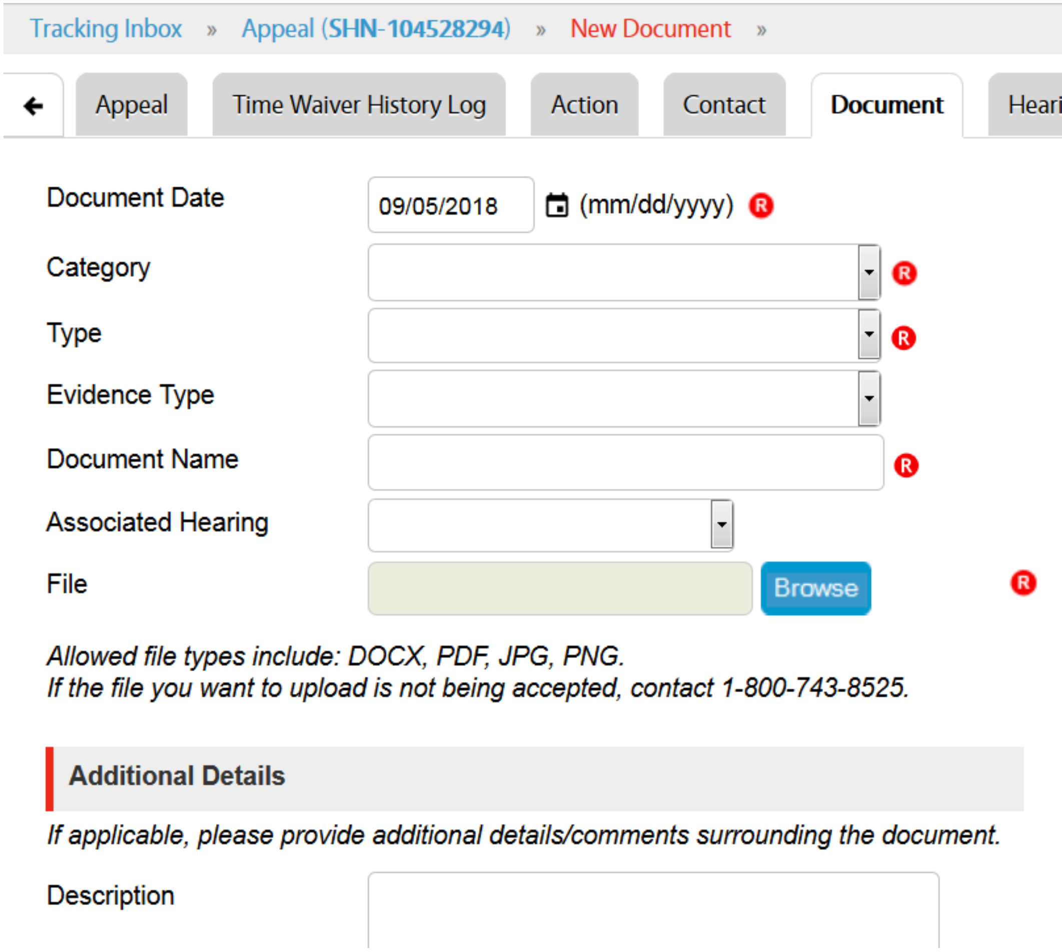
1. **From the main appeal screen, click the "Document" tab.**



2. **On this screen, you'll see all existing documents on the appeal. You can also add a new document by clicking the "New" button.**



3. **Here, you are presented with a form which allows you to add a new document to this appeal.**



4. **Note: Select the Category and Type for the document that best matches the document you're attaching to the appeal.**
5. **Note: While the Description box is optional, it can be used to elaborate on the Category/Type selection and provide useful context for the document.**

2.3 Assigning a Hearing Representative

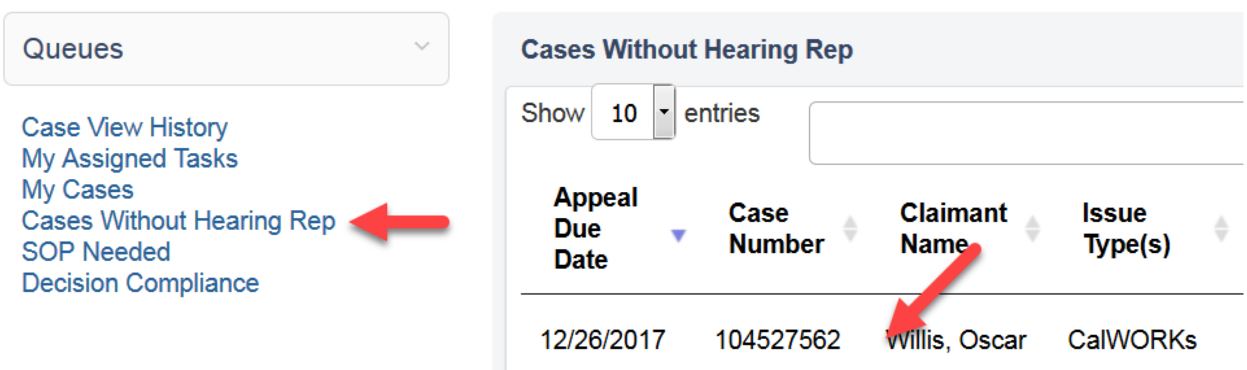
You have the ability to assign a primary, backup, or "other" hearing representative for your agency. Below is a definition of the different types of hearing representatives on an appeal:

- Primary – receives tasks and notifications related to the appeal. Must be a user with an ACMS account that is assigned to the responsible agency or any of the involved agencies on an appeal.
- Backup – receives only notifications related to the appeal. Must be a user with an ACMS account that is assigned to the responsible agency or any of the involved agencies on an appeal.
- Other – informational purposes only. Does not require the person to be a user with an ACMS account.

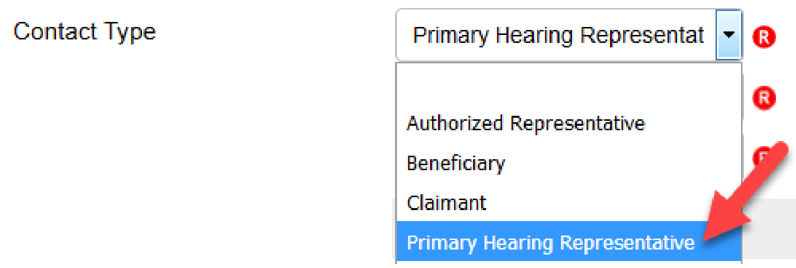
2.3.1 Assigning a Primary/Backup Hearing Representative

When your agency has been identified as the responsible agency or an involved agency on an appeal, the appeal will appear on a queue indicating a hearing representative needs to be assigned.

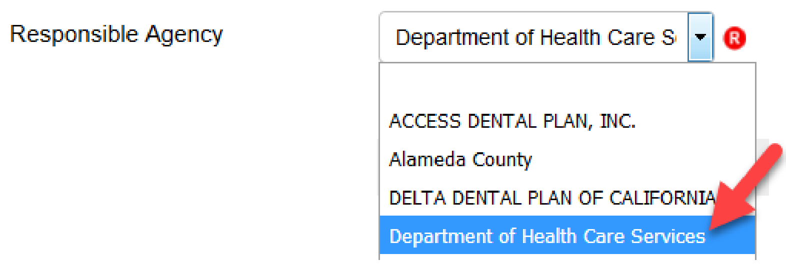
1. **Navigate to Queues → Cases Without Hearing Rep. This displays all the cases needing assignment. Select a case needing assignment (click anywhere on the row) from the list. This takes you to the New Contact screen.**



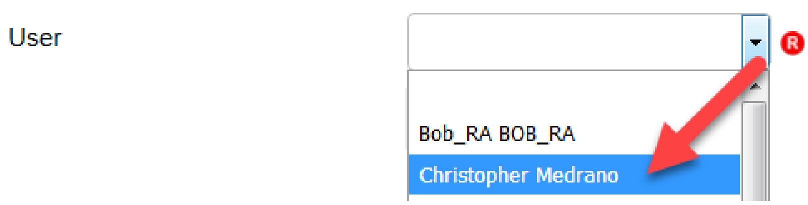
2. **From the "Contact Type" field select the "Primary Hearing Representative" option.**



3. **From the "Responsible Agency" field, select the agency you represent.**



4. **Select the name of the user you want to assign as the primary hearing representative for that agency.**

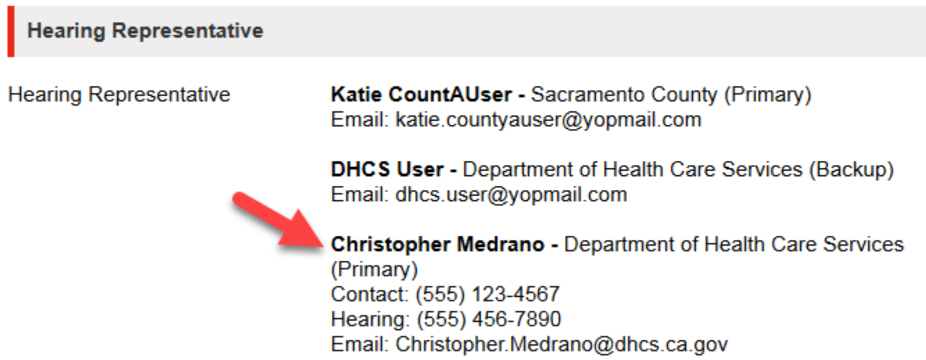


5. **Complete any of the other optional fields and click the "Save" button.**
6. **The hearing representative is saved to the Contacts screen.**

New | Print | CSV | Column Filters (OFF)

Contact Type	Responsible Agencies	Users	First Name	Last Name	Agency Firm	City	State	Zip Code	Other	Organization	Hearing phone number
Primary Hearing Representative	Department of Health Care Services	Christopher Medrano	Christopher	Medrano							(555) 456-7890

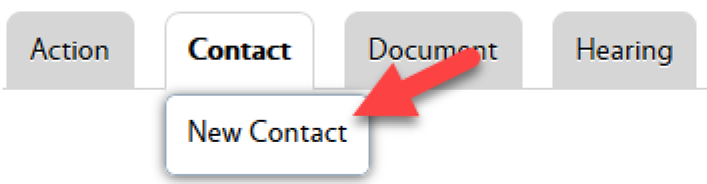
7. **All hearing representatives are also displayed on the main appeal page.**



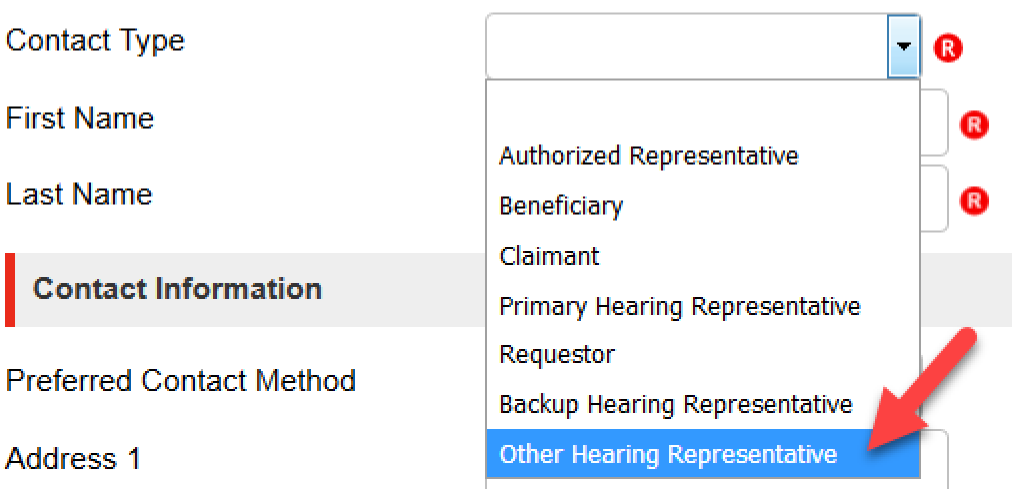
2.3.2 Assigning an "Other" Hearing Representative

This section will show you how to manually add the name and contact information of a hearing representative, even if they don't have an account.

1. **Navigate to the appeal you want to assign a hearing representative to.**
2. **Hover over the contact tab and select the "New Contact" link.**



3. **Select "Other Hearing Representative" from the "Contact Type" field.**

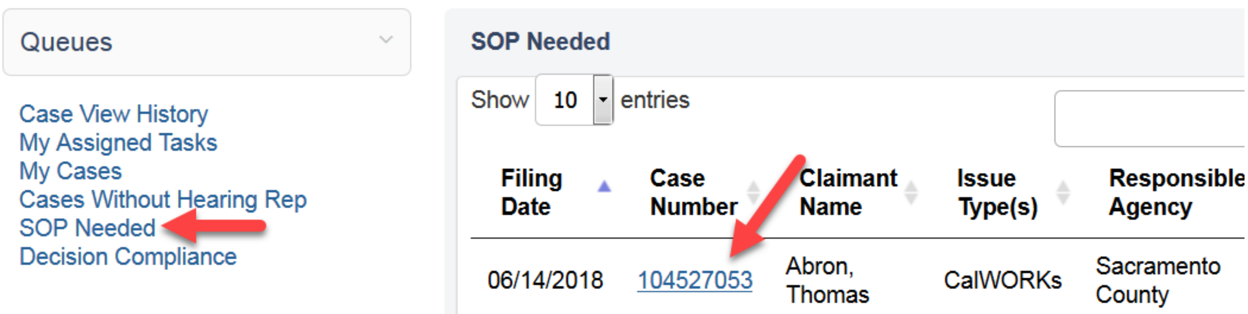


4. **Provide information about the hearing representative and click the "Save" button.**

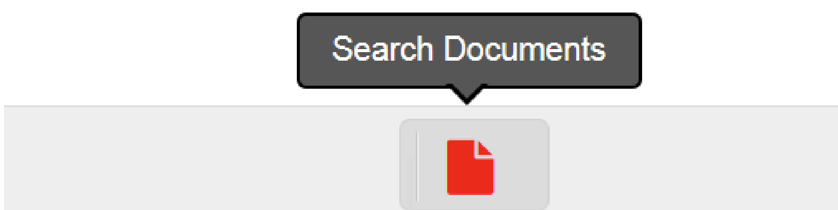
2.4 Submit SOP

Once an appeal transitions to the “Scheduled” status, a “Submit SOP” task is created for any primary hearing representatives assigned to the appeal. This section will show you how to track which cases still need a Statement of Position (SOP) uploaded, and how to upload it directly to the case documents.

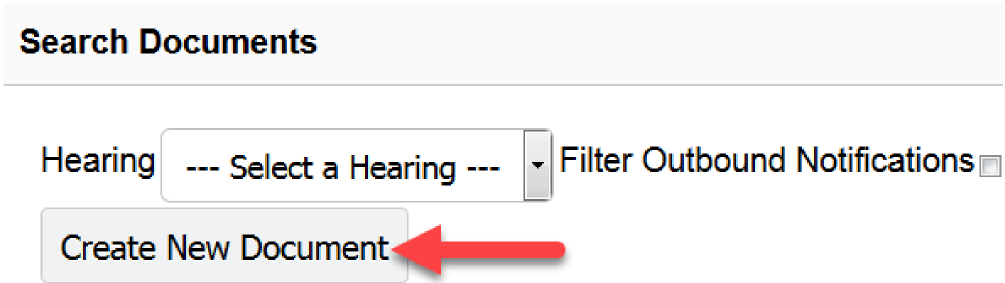
1. **As the assigned hearing representative, navigate to the “SOP Needed” queue and click on the case you want to upload the SOP for.**



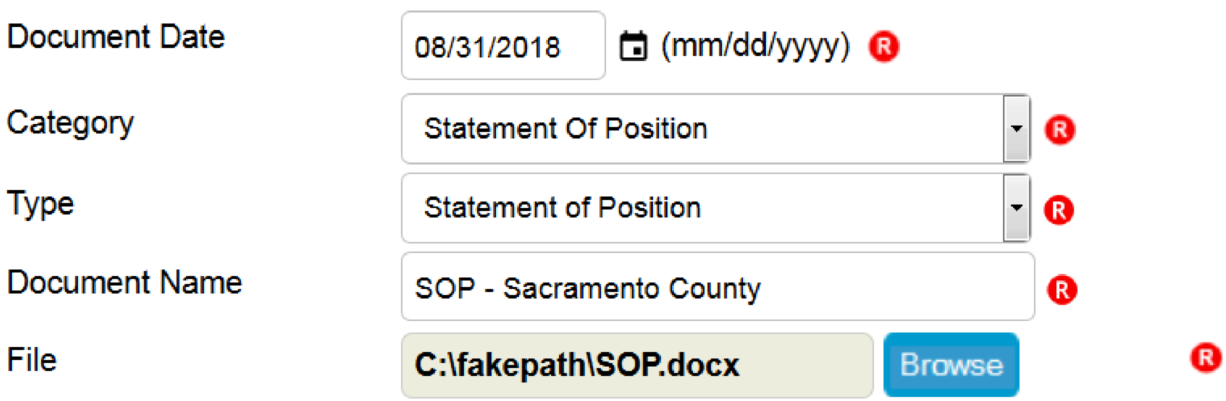
2. **If you are not the assigned hearing representative, navigate to the main appeal page using the case number or claimant look up.**
3. **Click the “Search Documents” button at the bottom of the screen.**



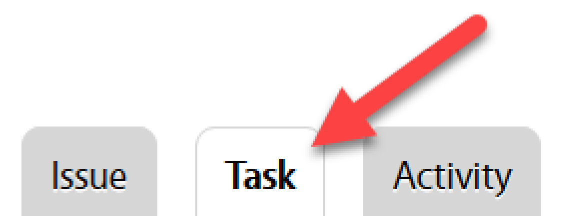
4. **Click the “Create New Document” button.**



5. **Complete all required fields. Select "Statement of Position" as the document category and type. Attach the SOP document. Click the "Save" button to add the document to the case.**



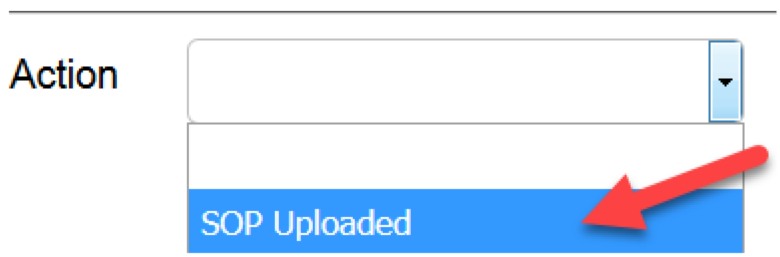
6. **Click the "Task" tab on the appeal navigation menu.**



7. **Select the "Submit SOP" task assigned to you (or your agency's hearing rep).**

	Created Date	Task Type	Assigned User
▸	07/23/2018 07:34 PM	Submit SOP	Sacramento County (sacramento.county)

8. Select "SOP Uploaded" from the action menu and click the "Save" button.

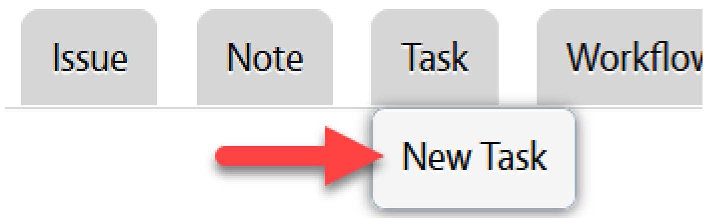


9. The task is now closed and removed from the "SOP Needed" queue.

2.5 Bifurcation & Administrative Dismissal Requests

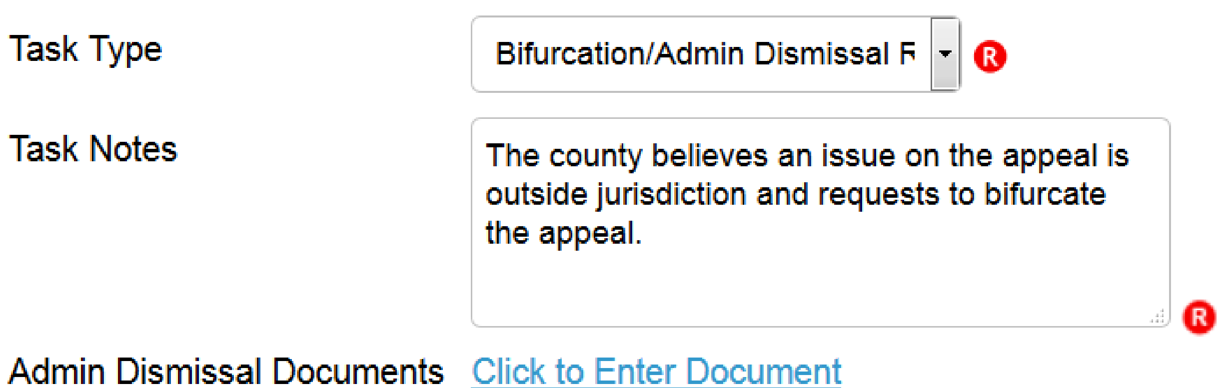
A “bifurcation” is a request to discuss jurisdiction of an appeal prior to discussing the merits of an appeal. An “administrative dismissal” is a request to dismiss/close the appeal due to non-jurisdiction of the issue. This section shows you how to process a request for bifurcation or administrative dismissal.

1. **Navigate to the main appeal screen for which you want to request a bifurcation. Hover over the “Task” tab and click the “New Task” link.**



2. **Select “Bifurcation/Admin Dismissal Request” from the “Task Type” field. Enter information about the request in the “Task Notes” field. Attach a document to accompany the request.**

   NOTE: the content of your request is dependent on whether you are requesting a bifurcation or an administrative dismissal, but the request process is the same.



3. **Click the “Save” button to submit the request.**

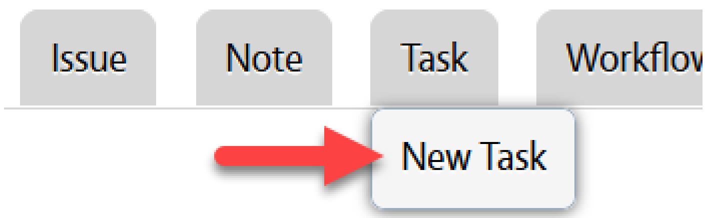
2.6 Postponement Request

A postponement can only be requested for an appeal with a hearing in the "Scheduled" status. Postponements can be requested on behalf of different hearing parties: the claimant, the State Hearings Division, or the Responsible Agency on the appeal.

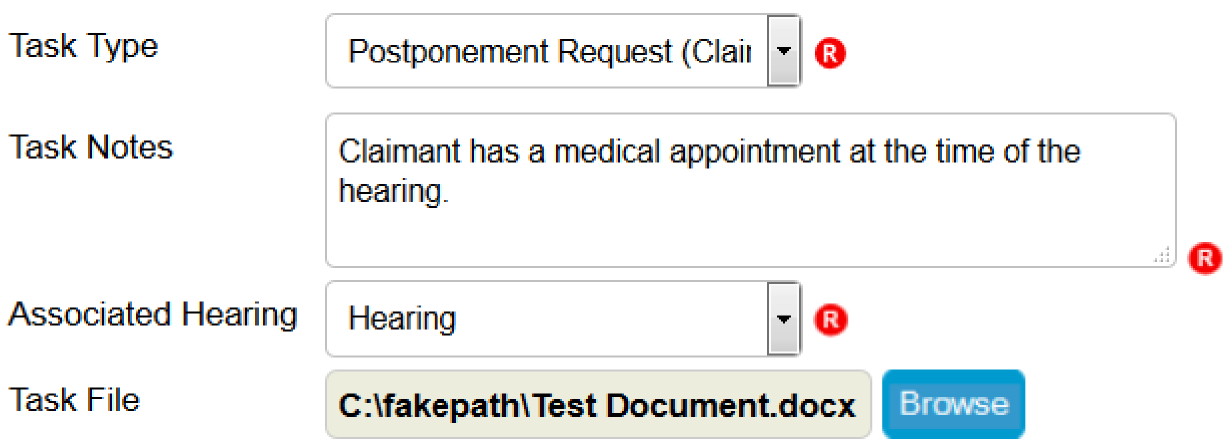
2.6.1 Claimant Requested Postponement

This section will show you how to request a postponement on behalf of the claimant.

1. **Navigate to the main appeal screen for which you want to request a bifurcation. Hover over the "Task" tab and click the "New Task" link.**



2. **Select "Postponement Request (Claimant)" from the "Task Type" field. Enter information about the request in the "Task Notes" field. Attach a document to accompany the request.**
3. **Select the "Associated Hearing" for which you are requesting a postponement.**

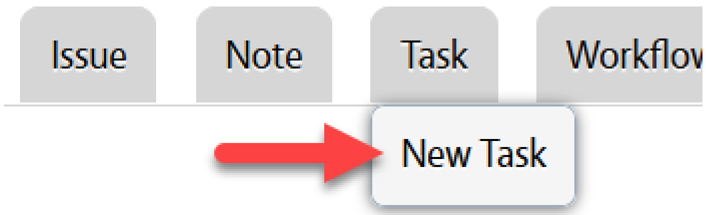


4. **Click the "Save" button to submit the request.**

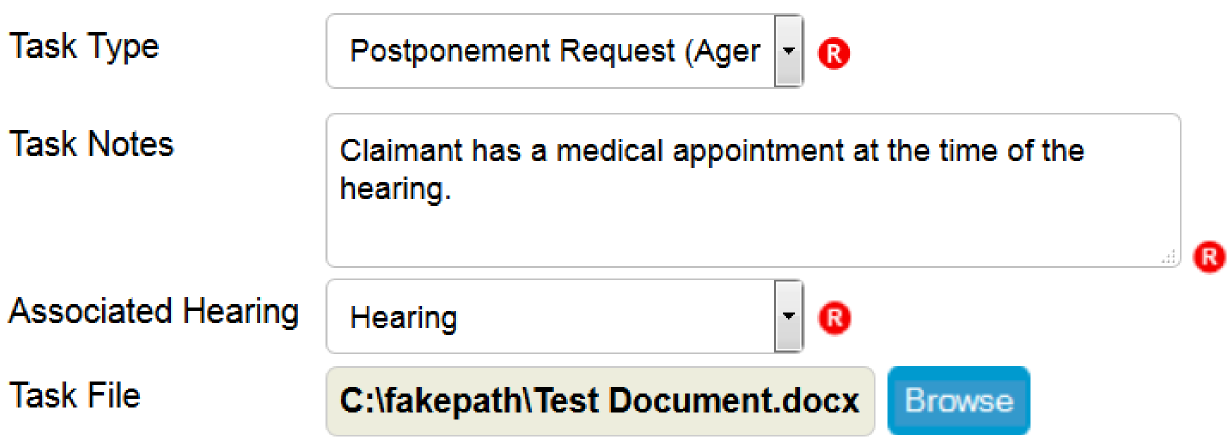
2.6.2 Agency Requested Postponement

This section will show you how to process a postponement requested by the State Hearings Division or the Responsible Agency on the appeal.

1. **Navigate to the main appeal screen for which you want to request a bifurcation. Hover over the "Task" tab and click the "New Task" link.**



2. **Select "Postponement Request (Agency)" from the "Task Type" field. Enter information about the request in the "Task Notes" field. Attach a document to accompany the request.**
3. **Select the "Associated Hearing" for which you are requesting a postponement.**



4. **Click the "Save" button to submit the request.**

2.7 Withdrawal Request

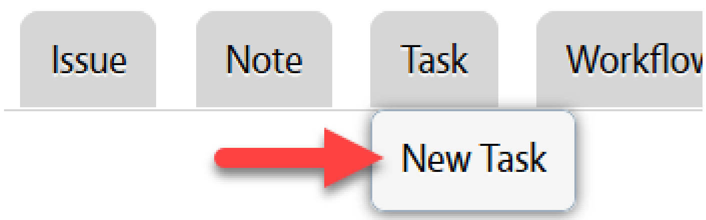
The claimant has the right to withdrawal their appeal at any time prior to the hearing. There are two types of withdrawals in ACMS:

- **Unconditional** – hearing request is withdrawn when claimant agrees and no additional actions need to be taken.
- **Conditional** – hearing request is withdrawn when claimant and responsible agency both agree upon a set of conditions.

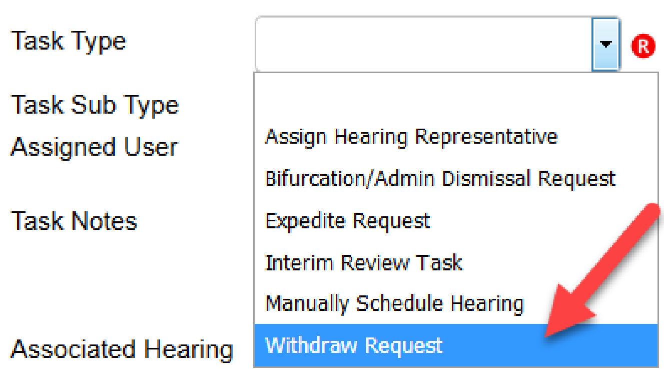
2.7.1 Claimant Withdrawal Request

A "claimant withdrawal request" is used when processing a withdrawal at the claimant's request.

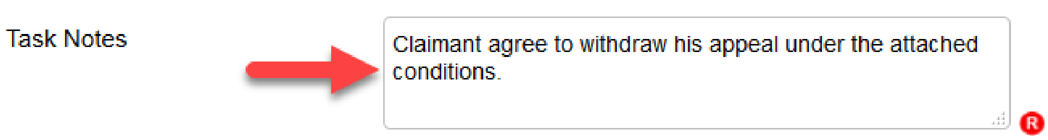
1. **Navigate to the main appeal screen for which you want to request a bifurcation. Hover over the "Task" tab and click the "New Task" link.**



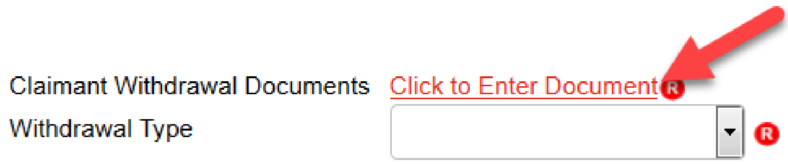
2. **Select "Withdraw Request" from the "Task Type" field. Enter information about the request in the "Task Notes" field.**



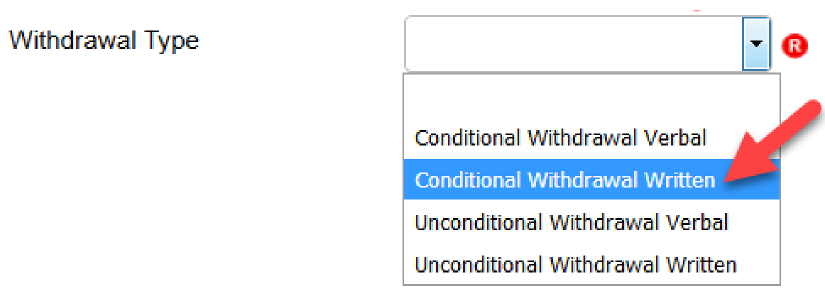
3. **Provide notes about the withdrawal request.**



4. **Click the "Enter Document" link to attach the required document.**



5. **Select the "Withdrawal Type" you want to process.**



6. **Click the "Save" button to submit the request.**
7. **The task will be created and sent for processing/approval by SHD.**

2.7.2 Submit Withdrawal via Interactive Voice Response (IVR) System

The Interactive Voice Response (IVR) system allows claimant and county users to submit a withdrawal request over the phone. As a county user, you can assist a claimant withdraw their appeal via IVR by completing the following steps:

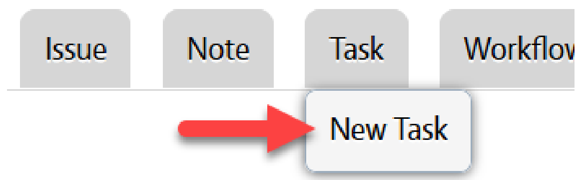
1. **While on the phone with a claimant, connect on a three-way call and call the State Hearings Division main customer service phone number.**
2. **Select the option to withdraw an appeal.**
3. **Have the claimant provide the case number and pin number of the appeal you want to withdraw.**
4. **Follow the instructions to record the verbal confirmation of the withdrawal.**

NOTE: for a conditional withdrawal, the county must also verbally record the conditions.

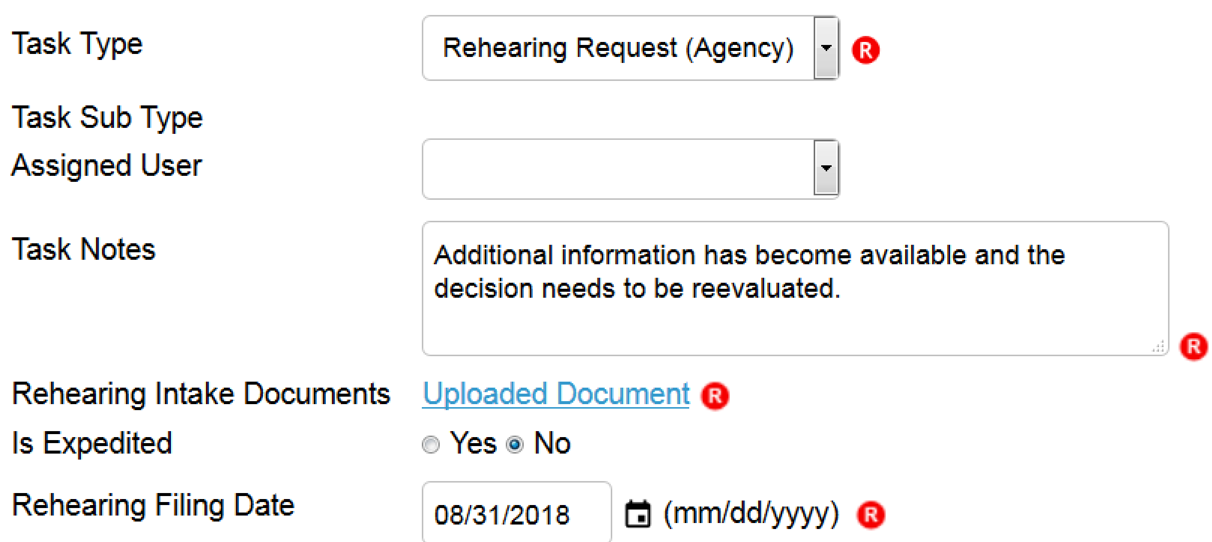
2.8 Re-hearing Request

A re-hearing can only be requested on an appeal in the "Closed" status with a decision released.

1. **Navigate to the appeal you want to request a re-hearing for.**
2. **From the main appeal navigation, hover over the "Task" tab and click the "New Task" link.**



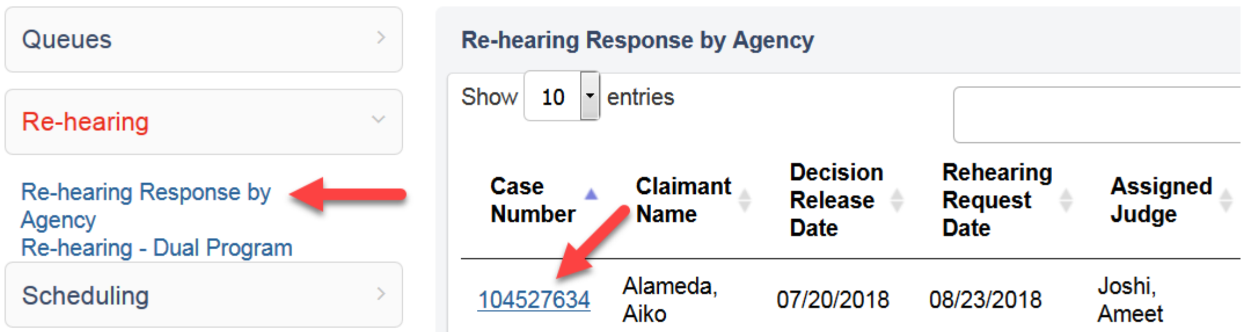
3. **On the task screen, select "Rehearing Request (Agency)" from the "Task Type" field, provide required notes, attach required document, and enter the required rehearing filing date. Click the "Save" button.**



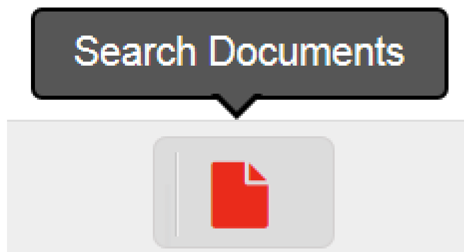
2.8.1 Re-hearing Response

Once a claimant re-hearing request is submitted, the county is notified and given the opportunity to respond to the request.

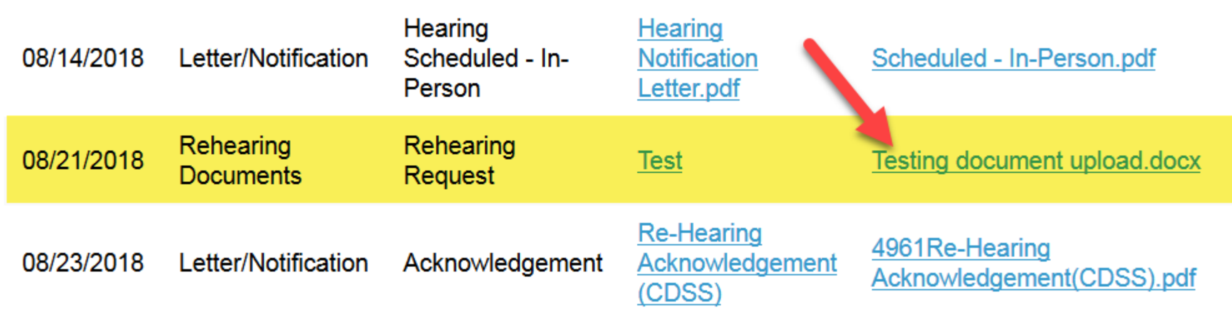
1. **Click on the "Re-Hearing Response by Agency" queue. Click on the case number of the case you want to process. This will take you to the task screen.**



2. **Click on the "Search Documents" button at the bottom of the screen.**

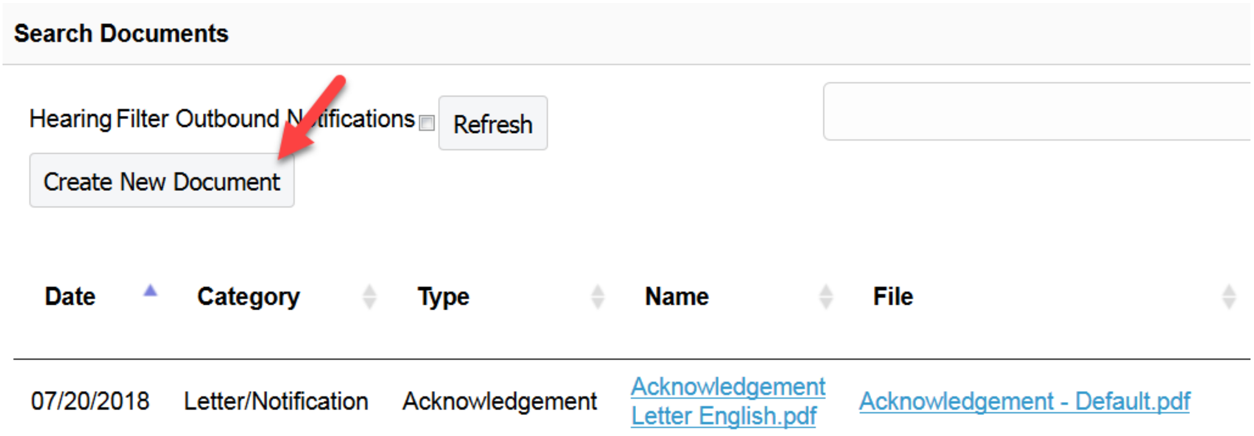


3. **Review the re-hearing request document submitted by the claimant by clicking on the hyperlink of the document.**

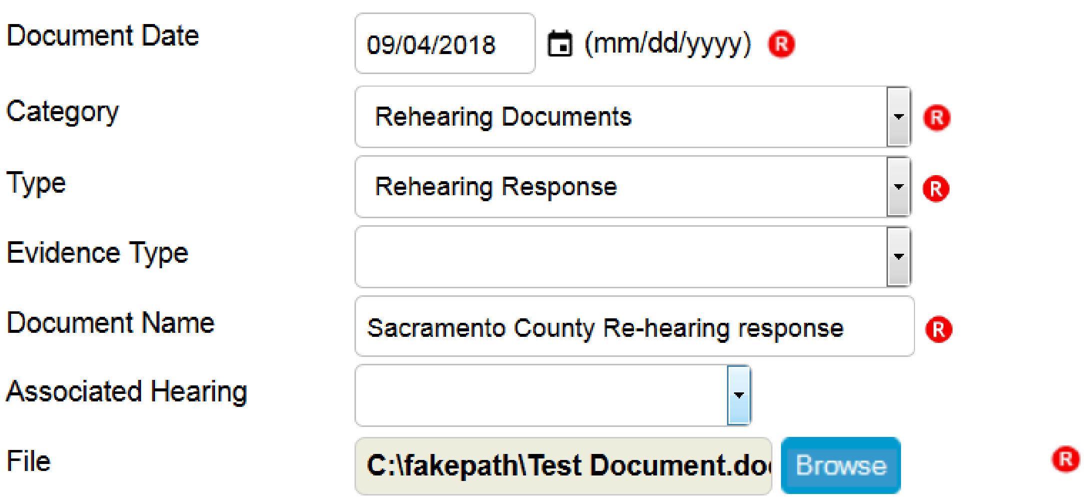


08/14/2018	Letter/Notification	Hearing Scheduled - In-Person	Hearing Notification Letter.pdf	Scheduled - In-Person.pdf
08/21/2018	Rehearing Documents	Rehearing Request	Test	Testing document upload.docx
08/23/2018	Letter/Notification	Acknowledgement	Re-Hearing Acknowledgement (CDSS)	4961Re-Hearing Acknowledgement(CDSS).pdf

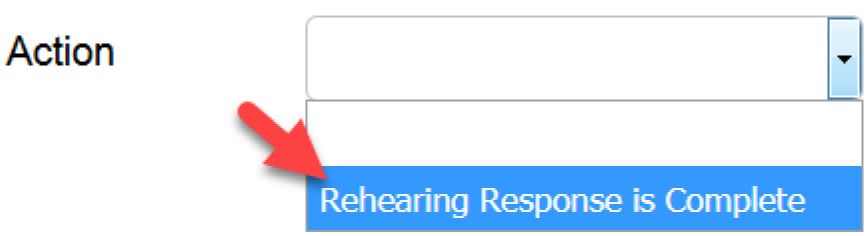
4. **Provide a response by attaching a document to the appeal. Click the "Create New Document" button while still in the documents section.**



5. **Select “Re-hearing Documents” from the document category and “Re-hearing Response” from the document Type. Attach your document, provide any additional information and click the “Save” button.**



6. **Navigate back to the open “Response to Rehearing Request” task. Select “Re-hearing Response is Complete” from the action menu and click the “Save” button.**



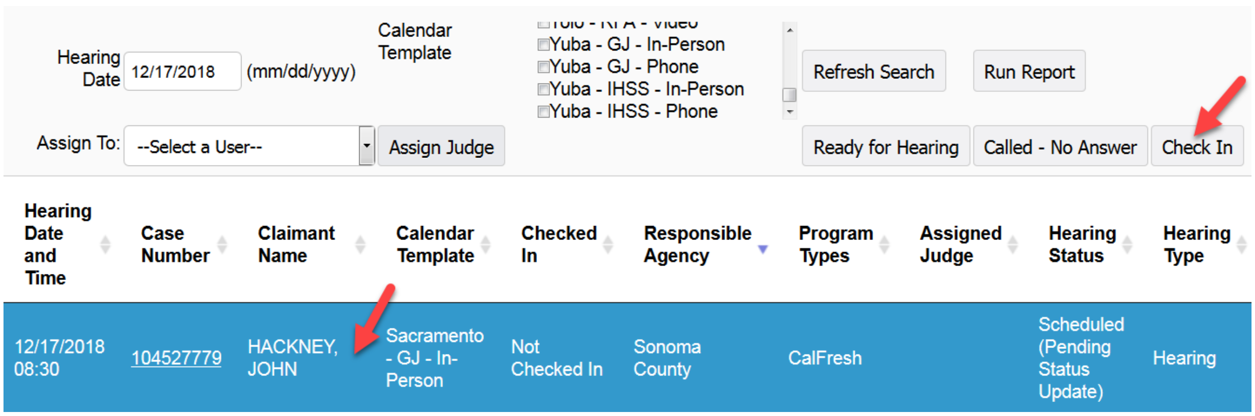
2.9 Day of Hearing

On hearing day, the "Calendars and Hearings" queue will provide you with a real-time view of the hearing activities for the day. You can also make updates to hearings directly from the queue.

2.9.1 Check-in the Claimant

When a claimant arrives at an in-person hearing location, you can check him/her in directly on the queue. This is simply a tool to help you identify who has already arrived and is waiting for a hearing.

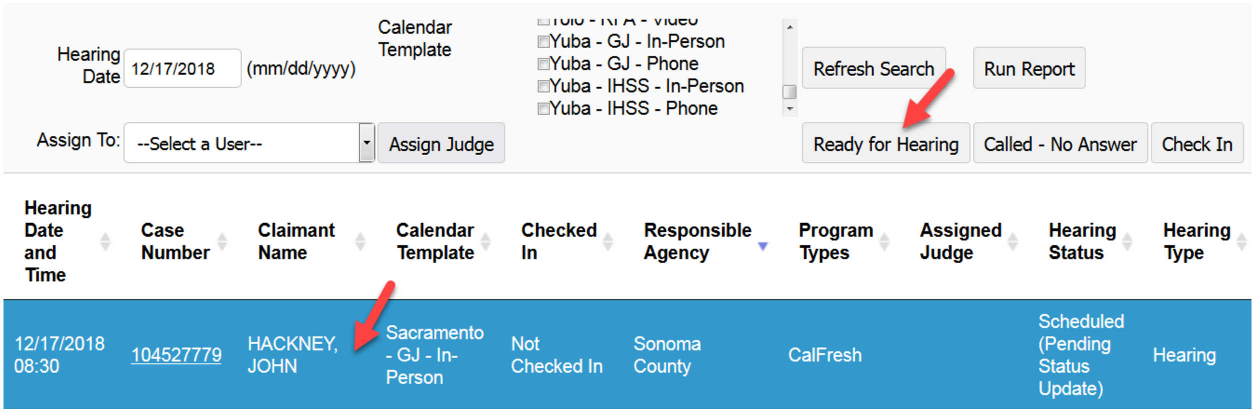
1. **Select the row on the queue (it will turn blue/highlighted). Click the "Check In" button. The "Checked In" column will change from "Not Checked In" to "Check In."**



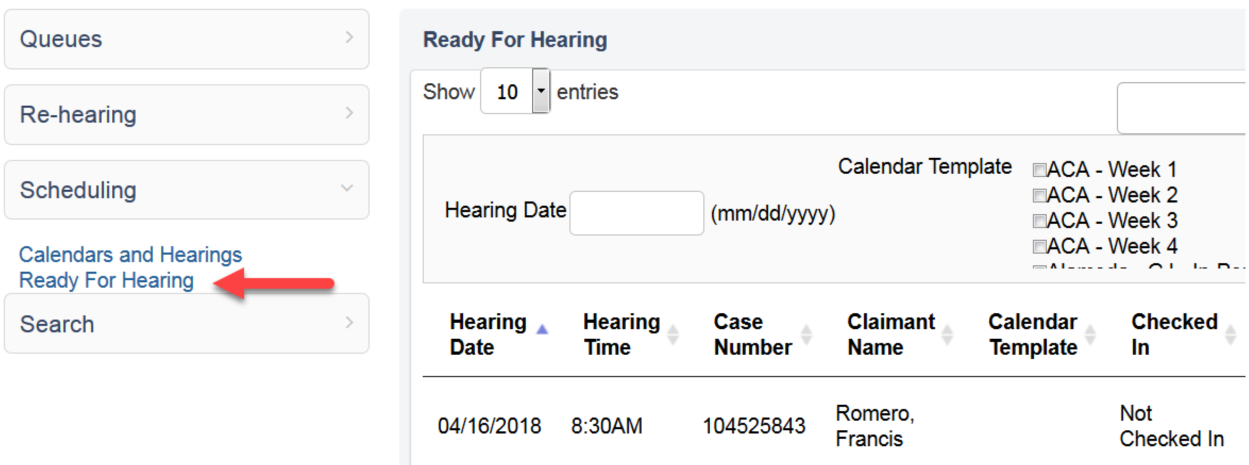
2.9.2 All Parties Ready for Hearing

When all parties are ready for the hearing, you can indicate this directly on the queue. This is simply a tool to help you that all parties are ready for the hearing.

1. **Select the row on the queue (it will turn blue/highlighted). Click the "Ready for Hearing" button. The "Hearing Status" column will change from "Scheduled" to "Ready for Hearing."**



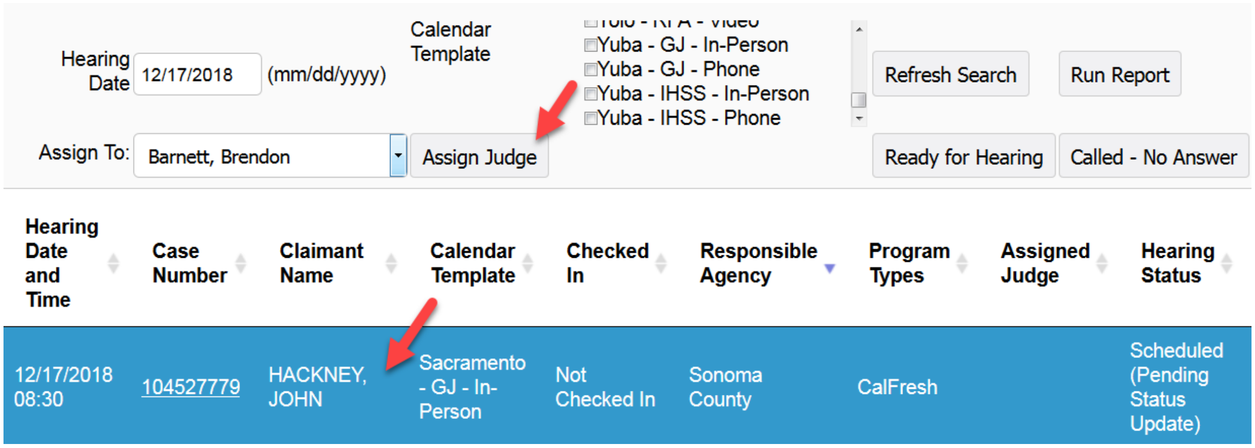
2. **You can view all hearings in the status of "Ready for Hearing" by clicking on the "Ready for Hearing" queue.**



2.9.3 Assign an ALJ

If you assist with ALJ assignment on hearing day, you can do this directly from the queue.

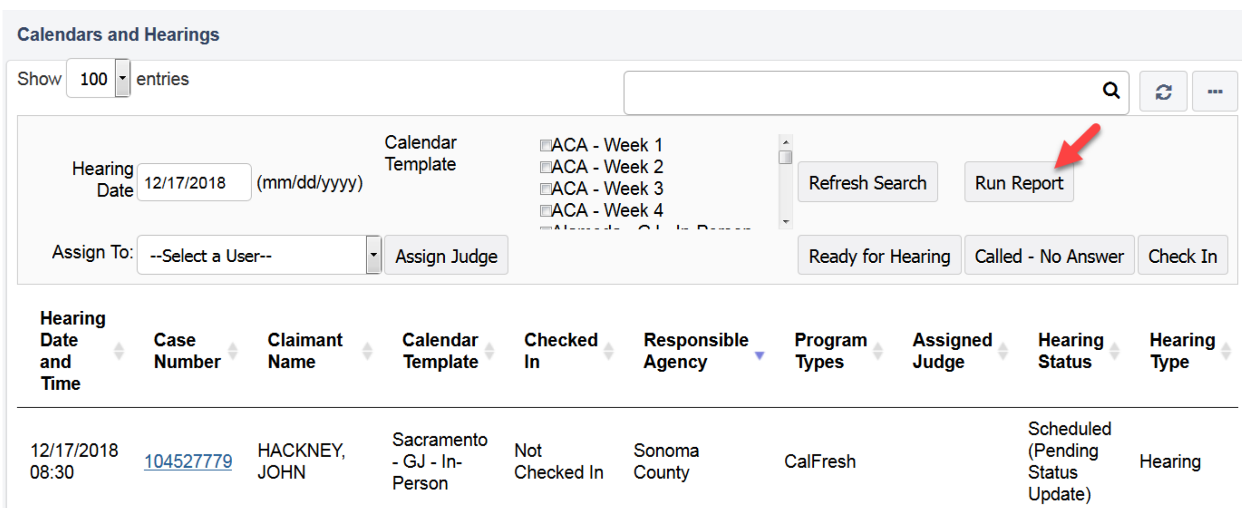
1. **Select the row on the queue (it will turn blue/highlighted). Select the ALJ from the "Assign To" menu and click the "Assign Judge" button.**



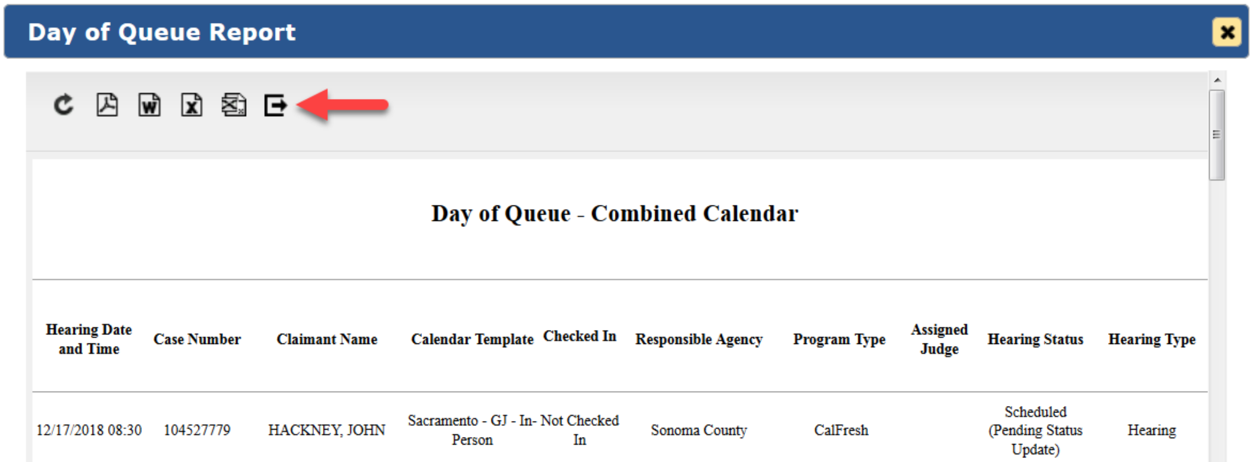
2.9.4 Export Hearing Calendar

You have the ability to export the hearings currently being displayed on the queue. This is helpful if you need to print out the hearings for the day and take a physical copy to the hearing location.

1. **After setting all your filters on the queue, click the "Run Report" button. This will create the hearing report.**



2. **You can then export the report into PDF, Microsoft Excel, or Microsoft Word format using the icons in the top left corner.**



Day of Queue Report

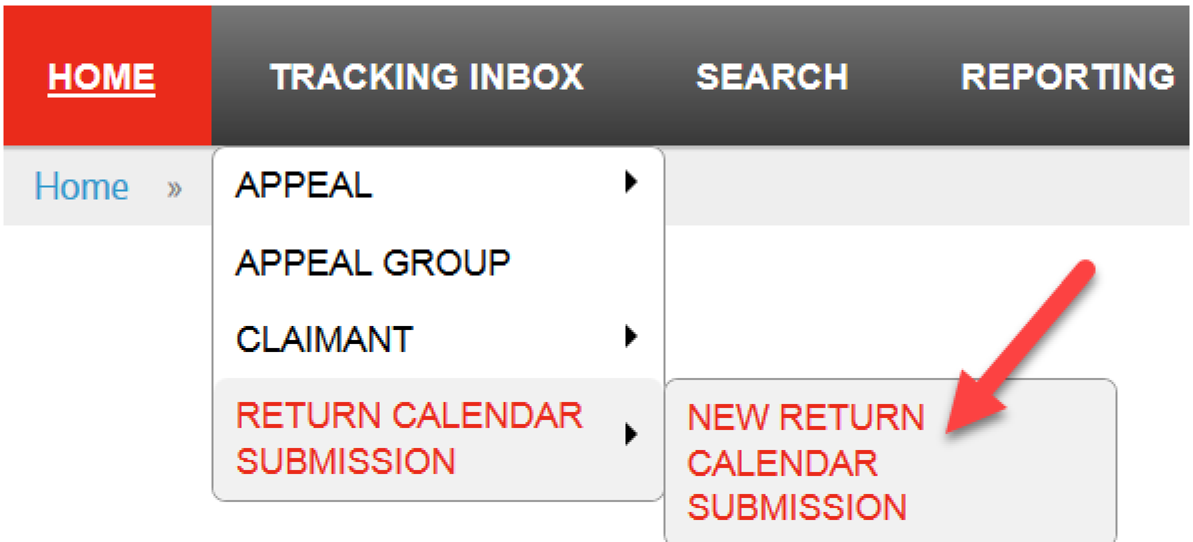
Day of Queue - Combined Calendar

Hearing Date and Time	Case Number	Claimant Name	Calendar Template	Checked In	Responsible Agency	Program Type	Assigned Judge	Hearing Status	Hearing Type
12/17/2018 08:30	104527779	HACKNEY, JOHN	Sacramento - GJ - In-Person	Not Checked In	Sonoma County	CalFresh		Scheduled (Pending Status Update)	Hearing

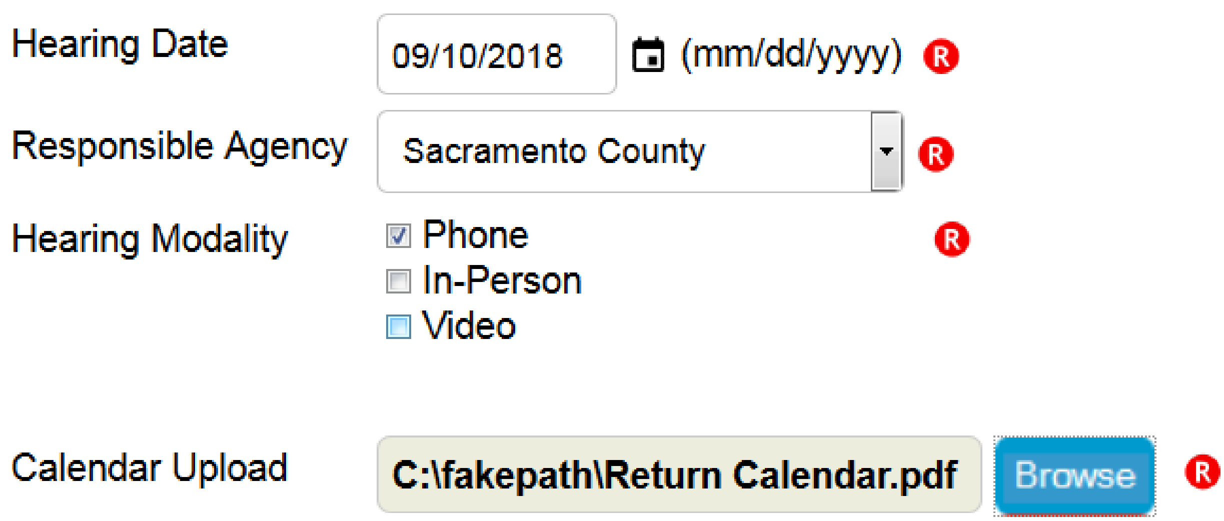
2.10 Return Calendars Submission

For counties that don't actively use ACMS to manage the hearing day queue, there is an option to upload a hard-copy of the hearing results. This is referred to as the "Return Calendar."

1. **From the main menu, select Tracking Inbox → Return Calendar Submission → New Return Calendar Submission.**



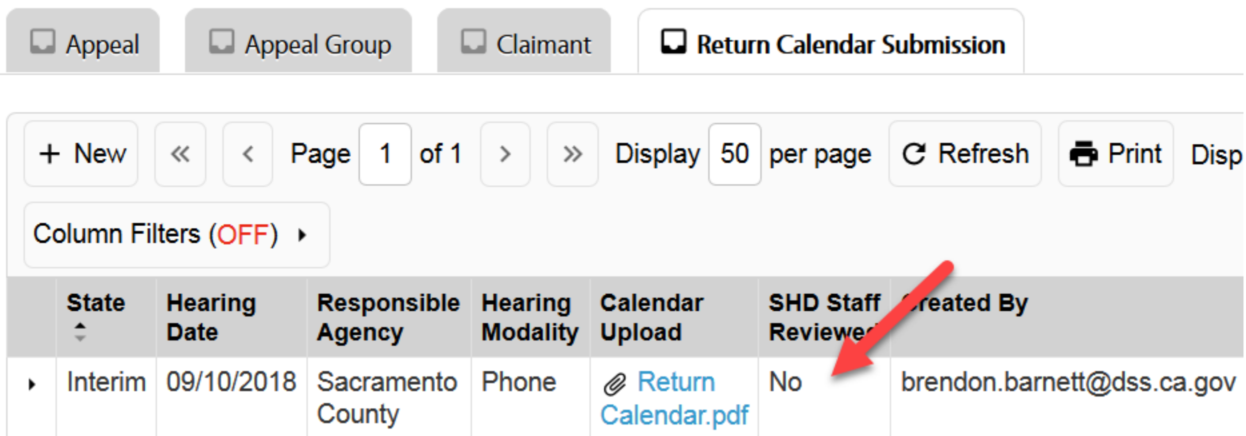
2. **Provide the Hearing Date, Responsible Agency, Hearing Modality, attach the PDF version of the return calendar, and click the "Save" button.**



2.10.1 View Submitted Return Calendar

You can view return calendars you've submitted to see if they have already been processed by State Hearings staff.

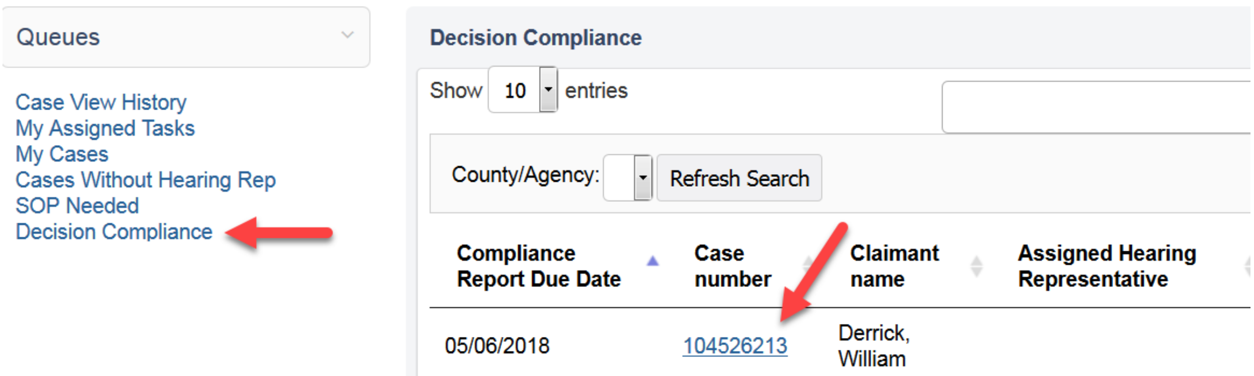
1. **From the main menu, select Tracking Inbox → Return Calendar Submission. This will display a list of all the return calendars you have submitted. Here you can view the status of the return calendar.**



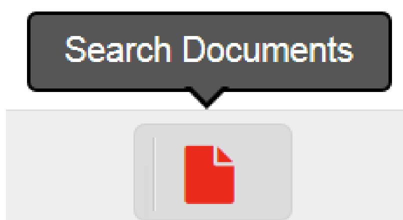
2.11 Submit Compliance Report

Not all decisions require a compliance report. When a compliance report is required for a decision, it is placed on a queue for the county user. After the county has complied with the order, you can submit the compliance report as a record for State Hearings.

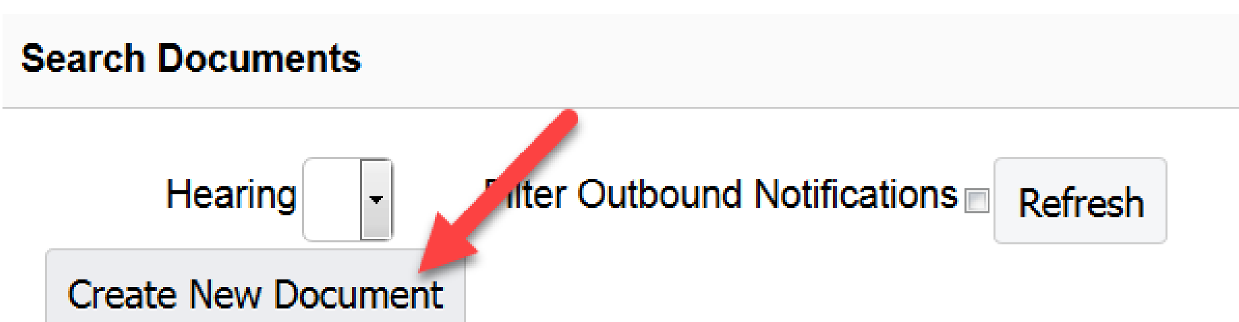
1. **From the home screen, click on the “Decision Compliance” queue. Click the hyperlink case number to navigate to the appeal.**



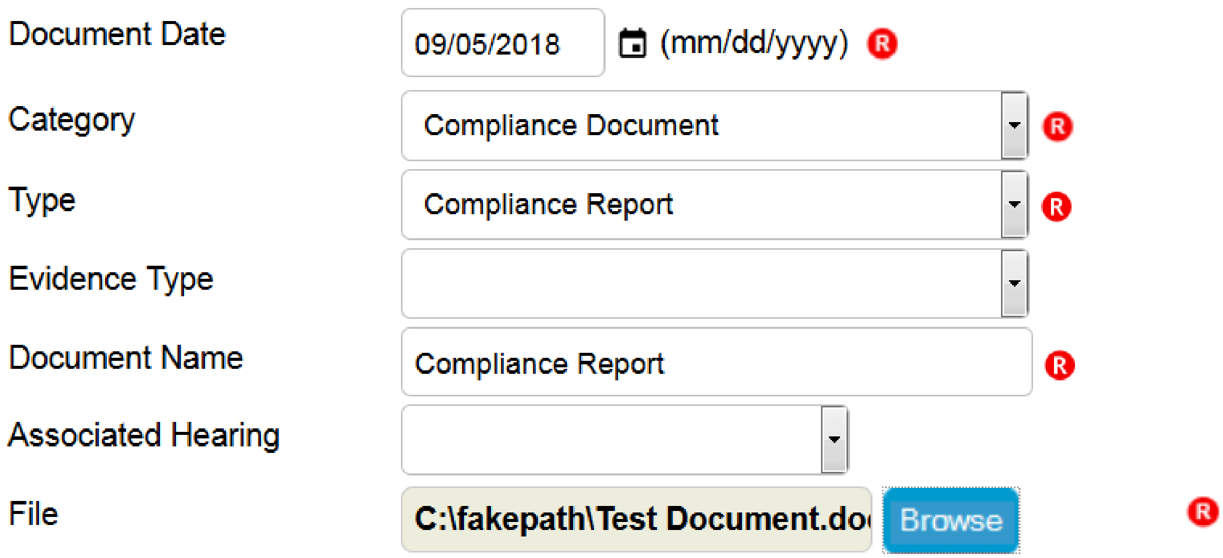
2. **Click the “Search Documents” button at the bottom of the page.**



3. **Click the “Create New Document” button.**



4. **Select "Compliance Document" in the Category field, select "Compliance Report" in the Type field, provide a Document Name, attach a File, and click the "Save" button.**



5. **Navigate back to the task. Provide the Compliance Completion Date, select "Compliance Completed" from the action menu, and click the "Save" button.**